GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:3963
ANSWERED ON:10.08.2016
Disposal of Postal Articles
Dubey Shri Satish Chandra;Ram Shri Janak

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of postal material being disposed of by the department of posts every month;

(b) the increase in quantum of ordinary letters, speed post and express parcel during the last three years; and

(c) the action taken by the Government for effective delivery of posts so as to compete with the private companies in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) As per the Department of Posts' Annual Report (2015-16), the average volume of postal articles delivered by the Department of Posts every month is 50 crore approximately. The category wise details are placed at Annexure.

(b) The quantum of ordinary letters, speed post and express parcel during 2012-13, 2013-14 and 2014-15 as per the Annual Reports of the Department for the corresponding years is as under :
<pre>
S. No. Category In Crores
2012-13 2013-14 2014-15
1. Ordinary Letters 202.35 208.72 206.92
2. Speed Post 45.00 36.99 39.88
3. Express Parcel 0.98 0.96 1.38
</pre>
(c) The Department has taken the following measures for effective delivery of mail:

i) The operational network for transmission of mail has been redesigned and the mail processes streamlined resulting in faster processing, transmission and delivery of mail.
ii) Automated Mail Processing Centres have been established in Delhi and Kolkata in order to expedite mail sorting.
iii) To ensure fast and secure transmission of parcels/ e-commerce articles, the Department has implemented dedicated point to point transmission of mail by road on 35 routes across the country covering 46 cities.
iv) Nodal and mechanized delivery of parcels/ e-commerce articles has been introduced in select areas to expedite the delivery of voluminous parcels.
v) Surprise visits are undertaken by the senior officers of the Department to the mail offices and delivery post offices to check efficient disposal of mail. Regular visits are also undertaken by the Public Relation Inspectors to monitor the performance of the postmen in their delivery beats.
vi) The Department has developed various Key Performance Indicators for efficient monitoring of the performance of various processing hubs and delivery post offices for Speed Post, Registered Post and e-commerce articles which are analyzed at various level.

Annexure

Details of average number of postal articles delivered every month
by Department of Posts (Annual Report 2015-16)
referred to in part (a) of the question
<pre>
S. No. Category Average number of article
(in Lakh)
1. Postcard 1625
2. Speed Post 335
3. Registered Post 145
4. Insured Letter 0.7
5. Value Payable Letter 0.35
6. Unregistered Letter 1725
7. Registered Newspaper 408
8. Express Parcel 11.5

9. Registered Parcel 9
10. Insured Parcel 0.9
11. Value Payable Parcel 4
12. Unregistered Parcel 62
13. Registered Packet 4.25
14. Value Payable Packet 2
15. Unregistered Packet 685
Total Postal Article 5017.7

</pre>

****